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Priority Area 2.4: Quality of life issues relating to handicapped/disabled people

Task 1: Accessibility of public transport systems for people with disabilities

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State of the Accessibility of Public Transport Systems for People with Disabilities in Luxembourg (LU)

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PTaccess – Public Transport Systems' Accessibility for people with disabilities in Europe

One specific area, for which there is still a lack of EU level data, is the accessibility of public transport for people with disabilities and its impact on their employment and social integration prospects.

The European project 'PTaccess' offers the chance to fill this gap in knowledge and obtain information on the current state of accessibility of urban and rural public transport systems in 25 EU member states. For each member state PTaccess analyses the state of accessibility of public transport from the point of view of national disabled organisations, national transport operators, and governmental authorities. For regions where public transport is not accessible PTaccess identifies and analyses applied alternative transport solutions (WP1).

PTaccess also identifies and analyses good practices and innovation in making public transport accessible, and enhances the scientific base of policy by providing a sound assessment of the costs and benefits of making public transport accessible (WP2).

Furthermore PTaccess deepens the understanding of the transport-related contexts of social exclusion of disabled people, and draws conclusions about the effects that accessible public transport has on the employment and social inclusion prospects for disabled people. (WP3).

The PTaccess-project runs from the 1st of February 2007 until the 31st of January 2009.

More information about PTaccess can be found on the project's website: www.ptaccess.eu

The PTaccess consortium:

- FGM AMOR (Austria)
- Independent Living Institute ILI (Sweden)
- TU Dresden, Lehrstuhl für Verkehrsökologie (Germany)
- JMP Consultants Limited (United Kingdom)

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Priority Area 2.4: Quality of life issues relating to handicapped/disabled people, Task 1: Accessibility of public transport systems for people with disabilities]

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1 Introduction

This document aims to give an overview on the current state of the accessibility of public transport in Luxembourg (LU).

This document has been prepared within the framework of the European project PTaccess by FGM-AMOR based on interviews conducted with representatives of people with disabilities, transport operators and governmental authorities in 25 European countries.

In order to draw a comprehensive picture of the current state of the accessibility of public transport in Europe, the following topics have been discussed with the interviewed national experts:

- Statistical data
- Legal and regulatory framework conditions
- Organisational framework conditions
- Accessibility of passenger information
- Accessibility issues in ticketing
- Accessibility of stops and stations
- Accessibility of vehicles
- Safety, reliability and services
- Alternatives to public transport

How this report has been made

In order to obtain actual information on the current state of accessibility of urban and rural public transport systems in Europe, the PTaccess team has directly contacted and interviewed national experts within 25¹ EU member states. In each of these 25 member states a representative of a national disabled organisation, a representative of national transport operators, and a representative of a governmental authority have been interviewed and asked to provide their point of view regarding the accessibility of public transport in their country. In order to obtain comparable interview results in each of these countries, interview guidelines and questionnaires have been prepared by the PTaccess consortium. The interviews (at least three per country) have been conducted personally by “national contact persons” in their national language.

For each of the investigated 25 countries the results of all the interviews with the national experts have been compiled into a draft “country report” by FGM-AMOR. These “country reports” describe the state of the accessibility of public transport from the point of view of disabled people, transport operators and governmental authorities. In order to make sure that the interview results have been interpreted correctly, these draft country reports have been checked and corrected by the national contact persons, who had conducted the interviews with the national experts. This is the finalised country report for Luxembourg (LU).

What can be expected from this report

This report gives an overview of the state of the accessibility of public transport in Luxembourg (LU). However, this report does not provide only “official” data and information, since in most countries such data and information does not exist. Instead the report provides spotlights on the current situation regarding the accessibility of public transport from the subjective, but informed, point of view of people with disabilities,

¹ At the time of the preparation of the PTaccess-project Bulgaria and Romania haven't been member states of the European Union, yet. Therefore no interviews have been conducted in these two countries.

transport operators and governmental authorities. Since each interview-partner brought in her/his subjective viewpoint, it must not be expected to get an objective overview of the situation in the country. However, by asking different experts (representing three important stakeholder groups) about their point of view, and by taking into account the viewpoints of all these concerned stakeholder-groups the authors of this report hope to be able to draw a picture of the situation regarding the accessibility of public transport for people with disabilities in Luxembourg (LU) that is not too biased.

Important: The reader of this report must always keep in mind that this report is based on the viewpoints of individual people (i.e. each interview partner has brought in her/his personal point of view and her/his personal experiences), and therefore the information given in this report must not be interpreted as an objective official “national” view!

How to use this report

People, who are interested to get **more (detailed) information on the accessibility of public transport in Luxembourg (LU)**, should read this “country report”. There are also “country reports” for each of the other 24 countries, where PTaccess surveys have been made.

People, who are interested to get **a quick overview on the actual state of the accessibility of public transport in Europe**, should read chapter 3 of the summary report “State of the Accessibility of Public Transport Systems for People with Disabilities in Europe”.

People, who would like to know more **details about the interviews** which form the basis of this report, should read Annex II of the summary report “State of the Accessibility of Public Transport Systems for People with Disabilities in Europe”, where all interviewers, interview-partners and questionnaires are listed.

2 Accessibility of Public Transport in Luxembourg (LU)

2.1 General Information

2.1.1 About the PTaccess interviews

Interviewer:	Name	Organisation
PTaccess National Contact Person	Amelie CARDYN	Traject
Interview partners:	Name	Organisation
Representatives of Transport Operators	Doris Horvath	CFL
	Mr. Jost	CFL
Representatives of People with Disabilities	Mr. Hendel	Info-Handicap
	Ms. Fabienne Feller	Info-Handicap
Representative of Governmental Authority	John Weicherding	Ministry of Transport

Table 1: Interviewer and Interview-partners in Luxembourg

The Grand Duchy of Luxembourg is a small country of 451,600 inhabitants. Information is generally available although certain statistics are missing (e.g. number of people with disabilities, their employment rate, etc).

Regional buses are operated by many different private companies, grouped under one organisation (RGTR: Régime Général des Transports Régionaux) under the control of the Ministry of Transport. The ministry represents both urban and regional buses. A direct contact was not available at the RGTR and the national contact person was redirected to the Ministry of Transport. The contact at the Ministry was helpful and well informed on the topic of accessibility for people with disabilities. There were some inconsistencies between the interviews (e.g. not all platforms seem to be adapted so that you can access the train with a wheelchair).

City buses are generally operated by one company. In the capital city, this company is AVL (Autobus de la Ville de Luxembourg). Contact could not be made with AVL and the national contact person was again directed to the Ministry of Transport.

Trams no longer exist in Luxembourg and there are no underground networks.

Local trains are operated by the company CFL (Chemins de Fer Luxembourgeois).

Long distance trains are always operated by numerous foreign companies based in Belgium, France, Germany and Switzerland.

2.1.2 Statistical Data from Luxembourg

Statistical Data for Luxembourg	
Number of inhabitants	451,600 ²
Inhabitants with disabilities	no data available ³
Inhabitants with motor impairments	no data available
Inhabitants with visual impairments	300 members of association ⁴
Inhabitants with hearing impairments	no data available
Inhabitants with cognitive / learning impairments	no data available
Inhabitants who are functional illiterates	no data available
Share of disabled people living in urban areas	no data available
Share of disabled people at working age	no data available
Share of disabled people at working age who are actually working	minimum 4562 ⁵

Table 2: Statistical data for Luxembourg

2.1.3 Legal and regulatory framework conditions in Luxembourg

A law for accessible public transport (general national standards) exists in Luxembourg. Accessibility of public transport is a mainstream topic on the political agenda. The accessibility of buses, bus stops and train stations are monitored. People with disabilities get special fares and public transport tariffs.

Regulations regarding the accessibility of public transport

According to Traject, there is a specific law for accessible public transport in Luxembourg.

² Source: www.gouvernement.lu

³ According to the Info-Handicap association, there are no official figures. The contacted ministries (ministry of family and insertion, ministry of employment) don't have those statistics either.

The ministry of health produces a "Invalidity Card", but this is not representative. Indeed, it is easy to acquire (from a certain age for instance). Many persons (even not disabled) have asked it because this card gives free access to public transport.

⁴ Main association of people with visual impairments: 300 members, mostly old people + figures from the school for young people with visual impairment (there is only 1 school)

⁵ This is a minimum figure. Those persons are recognised as "working people with disabilities", but in reality, more people with disabilities have a job but did not ask for the official recognition.

Source: Annual report of the Administration of Employment: www.adem.public.lu/publications/index.html#Rapports

According to the European legislation, all city and suburban busses have been adapted:

- there is room reserved for one wheelchair
- low floor or ramp

Regional busses:

- about 30% of the buses are not yet adapted (2-3 steps to get into the bus) > wheelchair user can always get help from the driver
- all buses have a broader door in the middle

Trains:

- all platforms are accessible with wheelchairs, at least with a ramp
- all platforms have been adapted so that you can access without help

There are general national standards for public transport existing in Luxembourg. For buses there are official specifications including low floors, room for one wheelchair and safety belts (in regional buses). All trains should be accessible without assistance.

“Priority” of accessibility of public transport on the political agenda

According to Traject, accessibility of public transport is a mainstream topic on the political agenda.

Monitoring of the accessibility of public transport

Bus stops: the ministry is monitoring ALL bus stops. The infrastructure (equipment, footpath) is the responsibility of the local authorities (116 communes in total in the country, 4,000 bus stops). The ministry does not hold enough power to influence local authorities. For instance, there are still local areas where footpaths are not provided to reach the bus stop, even after the renovation.

Train stations: the CFL monitors the train stations accessibility and is part of the quality management. 50% of the train stations are staffed.

Buses: all buses have to undergo a "technical control" every 6 months. The equipment for people with disabilities is then controlled, according to the standards defined in the specifications book.

Special fares and public transport tariffs for people with disabilities

According to Traject, mobility for disabled people is generally guaranteed for special transport services (very flexible, fixed timetables, but their definition is based on demand and reviewed every year).

According to Mr. Weicherding of the Ministry of Transport all public transport services are free for persons with an "Invalidity Card" delivered by the Ministry of Health. As this card is very easy to get (from a certain age for instance), it is not representative of the actual figure of people with disabilities using public transport in Luxembourg.

2.1.4 Organisational framework conditions

Luxembourg has one governmental authority responsible for public transport and one main transport operator which works in collaboration with five partners. In addition, there is one main disability organisation.

Cooperation between governmental authorities and people with disabilities is very low. While cooperation between public transport operators and people with disabilities is moderate, there is little cooperation between the transport operators and governmental authorities. The public transport operators only accept and follow the rules.

The process of improving public transport for people with disabilities is slow as few use public transport. It is the biggest obstacle for improving infrastructure. Trains have adopted a "quality management" system (quality is regularly monitored by CFL) concerning access for people with disabilities. There are not many disabled people that use public transport, so some of the equipment is never used too. Older people with disabilities prefer special services instead of public transport. It is likely for people with disabilities to use public transport on their daily trips, however, sometimes only with assistance.

Governmental authorities responsible for public transport

Ministère des Transports
 11, rue Notre Dame
 L-2240 Luxembourg
 Tél: +352 478 44 00
 Fax: +352 24 18 17

Competences for public transport: coordination of the various public transport modes - Mobility Center - "Service des transports de l'éducation différenciée" (transport services for special education)

Main transport operators and Public Transport associations

The "Verkéiersverbond / Communauté des Transports (CdT)" is a public institution depending from the Ministry of Transport.

The main aim is to improve the coordination of the public transport network. It defines actions and suggests projects in collaboration with the partners:

- **Autobus de la Ville de Luxembourg (AVL):** city buses of the capital-city Luxembourg with approximately 20 bus lines. www.autobus.lu
- **Société Nationale des Chemins de Fer Luxembourgeois (CFL):** the country's rail company www.cfl.lu, also operating 17 regional bus lines
- **Fédération Luxembourgeoise des Exploitants d'Autobus et d'Autocars (FLEAA):** the private bus operators (most regional busses are operated by private companies)
- **Ministère des Transports-Régime Général des Transports Routiers (MT-RGTR):** the Ministry of Transport

- **Tramways Intercommunaux dans le Canton d'Esch (TICE):** local busses in the region of Esch (15 bus lines) www.tice.lu

The CdT is responsible for the "Mobilitészentral / Centrale de mobilité", a comprehensive point of information for the public www.mobiliteit.lu - Also organising special transport for specific events.

Main disability organisations

Info-Handicap - Conseil National des Personnes Handicapées federation of 51 organisations of (or for) people with disabilities - it is representing the Grand Duchy of Luxembourg at the EDF (European Disability Forum) 65, Avenue de la Gare - L-1611 Luxembourg
tel +352 366 466-1 and fax +352 360 885
e-mail info@iha.lu
website: www.info-handicap.lu

Cooperation among stakeholders

Cooperation between the governmental authorities and disability organisations

Traject stated that there is no cooperation between governmental authorities and people with disabilities in defining and developing better accessibility of public transport. The interview-partner of Info-Handicap noted that cooperation is low.

Cooperation between the transport operators and disability organisations

According to Info-Handicap the cooperation between public transport operators and people with disabilities is moderate. Associations are assisting the public transport operators, although, there is less reciprocity in this relationship.

The interview-partner of CFL stated that there is a high cooperation between CFL, the study office Adapth and the association Info-Handicap, both for definition and monitoring of good practices.

Cooperation between the transport operators and governmental authorities

There is a minimal specification book, but without feedback or suggestions from bus operators. The public transport operators only accept and follow the rules.

Attitude of the stakeholders regarding the importance of accessibility of public transport

According to Traject, the improvement of public transport for people with disabilities could be achieved sooner if more people were using public transport. This would increase pressure on the operators to provide services for people with disabilities.

CFL (trains) have adopted a "quality management" system concerning access for people with disabilities (Norm 13,816EN). They are committed to adhere by this system in every station and for every new vehicle (note: Trains have a longer life than buses).

All plans for changes/renovation of train stations (ramps, lifts.. etc) have to be submitted to the engineering firm "Adapth" (consulting office specialised in access for people with disabilities). Only a few stations are still "primitive" (very low platforms).

The CFL monitors quality with an annual survey and quality measure every 6 months.

CFL stated that an obstacle for improving infrastructure is low numbers of people using public transport. The public transport operators occasionally have the impression that the investments in accessible infrastructure (electric ramps etc.) are useless.

Attitudes of the stakeholders regarding the use of public transport by people with disabilities

Traject thinks, that there are still only a few people with disabilities using public transport. Older people with disabilities prefer special services instead of public transport. Some equipment is never used (e.g. electric ramps on some buses are never used; transport operators stated that they now prefer to install manual ramps because they are less expensive than the electric ramps and less maintenance is required.)

The association "Info-Handicap" is very active. They lobby for better accessibility on public transport. Info Handicap is working together with CFL. There is no cooperation with the bus operators. CFL shows a real interest in accessibility.

The bus operators are not against accessibility measures, anyway there are standards in the specifications book. But there are not very convinced of the utility of this, as there are only a few PWD that take buses.

The interview-partner of Traject thinks that it is likely for electric wheelchair users and blind people to do their daily trips by public transport but mostly if they live in an urban area. For people with cognitive/learning impairments it is not likely, except if the person is autonomic enough and do not require help. Public transport service stops between 23:00 and 0:00 but there is a private service called "Night riders" between 19:00 and 3:00 that uses the vehicles of the special service for PWD. To get a "Night rider" bus you need to call 45 minutes in advance. It costs 10€person, whatever the distance. There are no special tariffs for PWD.

Info-Handicap stated that PWD would like to use public transport – there is a demand. The interview-partner thinks that it is not likely for electric wheelchair user to do their daily trips by public transport, but perhaps it is likely for blind people or for people with cognitive/learning impairments.

CFL thinks that it is likely for PWD to use public transport on their daily trips. During the week, there are at least two trains per hour on every line. But during the week-end, the frequency is only 1 train/hour.

2.2 Accessibility of Public Transport

Pre-trip information: Travel planning information is available via the "mobility centre" (website and telephone). However, so far not all information about the accessibility of public transport for disabled people is available there. All city busses have low floors. In general pre-trip information on customer services for people with disabilities is quite good. Pre-trip information about tariffs and tickets is excellent. It is available via the internet, by telephone and brochures.

On-trip information: According to info-Handicap, on-trip information for people with motor and visual impairments does not exist in buses and stops and is poor in trains and train stations. There are some vocal announcements but not always and not in all vehicles. But emergency buttons are not flat, so that visual impaired people can feel them. For hearing impaired people only the time-tables available, but no real-time information. In general information does not exist or is very poor. Situation for people with cognitive/learning impairments is bad too.

Ticketing: All persons having the "disability card" have free access. The Ministry plans to introduce an integrated system with a chip instead of existing ticketing system now. There are no ticket machines yet, but special machines for people with motor impairments are foreseen.

Stops and stations: Bus stops platforms in the cities are at a good level, but it's not always easy to access them. There are always seats at the bus stops and all terminals are equipped with toilets, accessible for the drivers but also for people with disabilities. According to the interview-partner of Info-Handicap, people with motor impairments are not satisfied regarding the accessibility of stops and stations. Improvements have been done in the accessibility of trains, regional buses and bus transport.

Vehicles: Huge improvements have been done of the accessibility of the public transport vehicles since 2004. All city buses have a broad door, low floors and at least one place for one wheelchair. Not all regional busses have low floors, but driver can always help. Disabled people have to call the train authorities in advance if they want to go by train (some of them have integrated ramps). According to interview-partner of Info-Handicap, the boarding/alighting of public transport for people with disabilities in all cases is very poor or not satisfied at all.

Safety, Reliability, and Service: According to interview-partner Info-Handicap, people with disabilities think that using public transport is dangerous. All city and regional buses have safety belts and headrests and in local trains there are evacuation systems. There no special evacuation plans for disabled people. According to CFL, about 90% of local trains have safety equipment for wheelchair users (emergency buttons and interphones). In the opinion of the interview-partner of Traject the level of reliability of the accessibility of vehicles and stops/stations is high, while according to Info-Handicap it is low. Only a few technical solutions are implemented for people with disabilities, but the lack of technical solutions is compensated by human assistance. Not all people are satisfied with luggage storages, counters and information desks since they are not always applicable for people with disabilities. There are special training for the bus drivers and some irregularly trainings for train drivers.

2.2.1 Accessibility of passenger information

The general perception of the interview-partner of Traject about accessibility of information is rather good. The interview-partner of Info-Handicap thinks that information is incomplete or bad.

Pre-trip information

According to Traject travel planning information is available via the "mobility centre" (website and telephone). It's a central point of access to all public transport information. Brochures are available for all trains and busses and new lines and services are announced in the local press and local authorities' newspapers. The "mobility centre" has not yet all information about the accessibility for PWD of certain trains and busses. For the train it is required to contact the CFL one day in advance, to be sure to get help if required. CFL might also suggest to take a train later or sooner if that one is equipped with infrastructure that give more autonomy, then no external help is required for the PWD.

The RGTR brochure doesn't give accessibility information about pre-trip information in regional buses (for instance, it doesn't give the info about when a well-equipped bus will pass at the bus stop). However, an inventory of all bus stops (4.060) has been realised. In the future, the Ministry wants to publish on internet the access info of all bus stops (including a picture of the bus stop, if it has a roof, if it is accessible for wheel chairs). All city buses have low floors. Pre-trip information on customer services offered by public transport operators for people with disabilities is in general good. It is preferable to ask for special service in advance, via the national mobility centre (or by contacting the CFL, but this phone number will be cancelled). The special services have 90% of regular customers; most of them are thus well informed. There is no timetable published on paper, because it changes too often (very flexible). Information can be requested by telephone or by post and there is also a direct communication to the concerned persons.

According to info-Handicap, there is sufficient travel planning information available for public transport passengers, but in general specific pre-trip information for PWD is poor. Information about tariffs is sufficient and available via telephone, internet and in brochures. Pre-trip information on customer services offered by public transport operators for people with disabilities does not exist. Pre-trip information about special services is also poor. The information is mainly available via brochures.

CFL has 3 levels of information:

1. web site with short information for PWD, but PWD have to contact the operator in advance if they need help
2. info card for all train stations
3. an info card specific for each station

A special brochure with information for people with disabilities has been developed. On the internet you can check if the vehicle is accessible for people with disabilities or not. If not, you may be suggested to take one train before or later. According to info-Handicap, pre-trip information about tariffs and tickets is excellent⁶. It is available via the internet, by telephone (mobility centre) and books.

⁶ Source: Satisfaction survey

On-trip information

According to Traject there are vocal announcements in 3 of the 4 main bus stations of the country (Ech, Mersch and Etelbrück - Luxembourg-city will be equipped soon) and also announces the connections between buses and trains. There is a dynamic localisation of the buses (only for some urban bus stops). Network maps are available in most of the bus stops; timetables are always available. There are vocal announcements, except in 12 of the 60 train stations in rural areas, but they are only used to announce the delays but not the normal departures. For hearing impaired people there are only the time-tables available, but no real-time information. There are only 4 main urban train stations available. In main stations, the staff can help (e.g providing information, access to the trains etc) motor impaired people. For hearing impaired people there are displays of departures in real-time.

In the city buses there is a digital display of the next stop and the direction of the bus. Tariffs are displayed in all buses and trains. Campaigns (distribution of flyers and brochures) are organised in case of changes in the timetable, the tariffs, the new services etc. In regional buses it is planned to make vocal announcements for people with visual impairments. Digital display is currently being tested (2007) on two regional bus lines: TV screen with info about the trip (next stop, direction etc), the public transport services, but also broader: news, etc. There is also a vocal announcement of the next stop in all trains and sometimes explanations about incidents, if the disturbance is important, but there is no information on screen.

According to info-Handicap, on-trip information for people with motor and visual impairments does not exist in buses/bus stops and is poor in trains/train stations. For people with hearing impairments information is not existing/poor in buses/bus stops and also not existing in trains/train stops. For people with cognitive/learning impairments there is also no information available.

According to CFL, in the train stations in urban areas there are vocal announcements about departure of the trains, platform changes, delays etc. In main stations there is a dynamic display of information (also if platform changes, if train is late etc). In regional buses, they are announcing the possible interchanges (arriving at the station, announces which trains you can take), but there is no vocal announcement of the buses you can take when you arrive by train. In local trains there are vocal announcements of the next stop, in case of disturbance (delays etc). Emergency buttons are not flat, so that visual impaired people can feel them. It is under discussion to announce a sonor signal when the train has stopped and when you can open the door, because this is unclear in new vehicles.

2.2.2 Accessibility issues in Ticketing

All persons having the "disability card" have free access. But this card is very easy to acquire, one do not need to have a recognised disability to get it. 65,000 persons have the card. Age for instance is a criteria. Dogs accompanying blind people have free access to the trains. In the future, the ministry wants to introduce an integrated system with a chip, so that no tickets are required any more. There are no ticket machines yet, but special machines for people with motor impairments are foreseen.

2.2.3 Accessibility of stops and stations

According to Traject, most (about 60%) bus stops platforms in the cities are at a good level, but there are not always easy to access (crossing large areas with fast bus traffic, no ramp to the platform). The ministry recommends platforms of 2 meters width, but this is not yet mandatory. There are always seats at the bus stops and all terminals are equipped with toilets, accessible for the drivers but also for people with disabilities.

The interview-partner of Info-Handicap thinks that people with motor impairments are not satisfied regarding the accessibility of stops and stations.

Strategy regarding the improvement of the accessibility of public transport in Luxembourg

According to Traject there is a systematic improvement for the accessibility of trains. The ministry recommends some measures to local authorities but they are only responsible for the access to the bus stops. The most important point is the level of the bus stop and the difference between the platform and the bus floor.

Current state regarding the accessibility of bus stops and stations in Luxembourg

Traject stated that there are lots of efforts made concerning regional busses, even from the local authorities, but there are also many (4000) bus stops. PWD is systematically taken into account if the train station is modernised/renovated.

According to Info-Handicap there are slow developments of a strategy for better accessibility of bus transport. The accessibility strategy of train transport is going forward - improvements have been made.

2.2.4 Accessibility of vehicles

Strategy regarding the improvement of the accessibility of the public transport vehicles

According to CFL there are huge improvements since 2004. A global improvement of the whole service (train stations, vehicles) is planned.

Actual state of the accessibility of the public transport vehicles in Luxembourg

According to Traject, there is always a broad door in the middle of the bus (1m20) and all city busses have low floors so the boarding of the vehicles for people with motor impairments is guaranteed. Not all regional busses have low floors, but the driver can help motor impaired people to get in. PWD have to call the train authorities in advance if they want to travel; this is especially recommended if they leave from a rural train station. In long distance trains there are always ramps and non slippery surfaces at the doors and on the steps. All city and regional busses have a space dedicated for 1 wheelchair (generally in the middle of the bus). The seat behind the driver is always a "priority seat" (for old people, mother with small child.etc). There are minimum 10 handles in every city bus, but they are sometimes too high, except the one near the space for wheelchairs.

According to Info-Handicap the boarding/alighting of busses and trains is poor for people with motor or hearing impairments and poor or not at all satisfying for people with visual and cognitive/learning impairments. The accessible interior of vehicles for motor, hearing and cognitive/learning impairments is also poor and for people with visual impairments poor or not at all satisfying.

CFL wants to get to the 100% accessibility; they are following the right track towards it. In local trains there are integrated ramps but the PWD has better to call 24 hour in advance to be sure to get an adapted train (only 10% are not equipped). Once the train is there, the PWD calls the train operator (call button). About 90% of local trains do have barrier-free interior design like handholds, special toilets and enough space for manoeuvring.

2.2.5 Safety, Reliability and Service

Safety aspects

According to the EU legislation, all buses should be equipped with belts, except city busses. There is a belt in the space for the wheelchair. In emergencies there are acoustic announcements in local trains and they are equipped with broad doors (1,20m). In buses there is no accessible information available in emergencies.

The interview-partner of Info-Handicap stated that people with disabilities think that riding by public transport is dangerous. The satisfaction of wheelchair users with the special safety equipments is poor. All city and regional buses have safety belts and headrests and in local trains there are evacuation systems. The level of satisfaction of disabled people with the general safety equipments is good. There is no accessible information in emergencies for all vehicles and there are also no special evacuation plans.

According to CFL, about 90% of local trains have safety equipment for wheelchair users (emergency buttons and interphones). Wheelchairs are oriented with the back in the direction of the road, which is safer. The interphones are too high and not easy to access for wheelchair users. In trains there is a SOS-communication base, (in case of attack, fall etc) on every platform foreseen within 20 years in all train stations. There are cameras and a connection with the police office if needed. Currently one train station in urban areas out of the 60 is equipped. There is no special evacuation plan for trains - evacuation plans are currently reviewed and developed. The reliability of the accessibility of vehicles and stops/stations is high for train stations.

Reliability and Punctuality

In the opinion of the interview-partner of Traject the level of reliability of the accessibility of vehicles and stops/stations in public transport vehicles is high. In the busses, electric ramps are replaced by manual ramps that are more reliable. 30% of the city buses arrive with a delay of less than 5 minutes. There are frequent delays but not more than 5 minutes. There are no delays for regional busses, except in urban areas. Less than 5% of the trains have a delay of more than 3 minutes.

In the opinion of the interview-partner of Info-Handicap the level of reliability of the accessibility of vehicles and stops/stations in public transport vehicles and stations is low.

According to CFL, the reliability of the accessibility of train stations is high. Lifts are repaired within 24 hour. All train stations are checked every day: the cleaning team communicates daily every disorder, so that it can be fixed as soon as possible. There is no access of PWD to emergency exits - wheelchair users are too low and persons with visual impairments have difficulties to see the emergency exits. 80% of the local trains arrive on time.

Customer Service

According to Traject the main centre bus station (Hamilius) is equipped with accessible luggage storages. For people with motor impairments accessible counters are not generalised. Bus drivers offer assistance at the stations. In rural train stations you have to ask for help one day in advance. In main train stations the staff on platforms can help and telephones are available to call staff. Normally you still have to inform the train authorities also one day in advance.

According to info-Handicap, only a few technical solutions are implemented for people with motor impairments on trains, but there are positive evolutions. The lack of technical solutions is compensated by human assistance. In buses there is also a lack of technical solutions and little human assistance. In the opinion of the interview-

partner of Info-Handicap disabled people are not at all satisfied regarding the provision of accessible luggage storages, counters and information desks at bus stations and the satisfaction in train stations is also poor. At bus stations there is no assistance, at train stations assistance with boarding.

According to CFL, luggage storage is fully automatic now at train stations in urban areas (there is no staff). Some boxes are low and accessible from a wheelchair. The interface (screen, buttons, tickets etc) are also placed low enough. Customer services for bus stations are coupled with the train station infrastructure. The information desks are unfortunately a little too high, there is room for improvement. There are micro- and loudspeakers for a better communication with the staff at the counter at train stations.

Staff Training

According to Traject, there is a special training for the bus drivers of the special service only, about how to deal with the customers and how to help PWD. For local trains, an education about communication with PWD (also with cognitive impairments) has been organised for part of the staff.

According to info-Handicap, the train teams are more or less trained, they are used to help PWD. Bus drivers are not aware of the needs of the disabled. There are no special training schemes for bus drivers regarding the services for passengers with disabilities and there are irregularly trainings for train drivers.

The general perception of CFL for training of people working in public transport is OK (train and some regional busses). 25 persons of the train staff have received a one-day training (train controllers and staff on platforms). The training is organised with the help of the PWD association "Info Handicap", the specialised consulting office "Adapth" and an association for persons with hearing disabilities. The objective is to train all staff in contact with passengers, but it is difficult to book one full day in the workers' planning.

2.3 Alternatives to public transport

Traject stated that as an alternative to Public Transport there are about 250 special vehicles connecting to work places, hospitals, etc. The timetable is fixed but reviewed every year based on demand and has to be confirmed every day. It is very flexible but quite expensive. There is a private night service called "Night riders" that uses the vehicles of the special service for people with disabilities. To get a "Night rider" bus you need to call 45 minutes in advance. It costs 10€person, whatever the distance. There are no special tariffs for people with disabilities.

According to Info-Handicap there is a "Guide for people with disabilities" that indicates all transport alternatives.